NOTICE OF VACANCY

TITLE: Director of Technology and Innovation
DEPARTMENT: City of Salem
POSITION STATUS: Full time, non-union position with full benefits
SALARY: Up to $125,000.00; DOQ
REPORTS TO: Mayor or their designee(s)

JOB SUMMARY

In the dynamic and progressive City of Salem (City) the role of Director of Technology and Innovation (Director) provides leadership and vision to the City in the areas of technology and innovation. As a member of the Senior Management Team, the Director also provides substantive advice and guidance on the development of City-wide policies, management approaches, and strategies as requested by the Mayor. The Director leads and develops strategic technology and innovation planning for the City and provides support to officials and departments in integrating and aligning technology, innovation programs, and other similar initiatives with City objectives.

The Director plans, organizes, directs, and evaluates the Technology and Innovation Department (Department) and its operations to ensure effective support for organizational objectives and efficient and effective implementation of initiatives. The Director additionally works with departments and community partners to identify opportunities to leverage new innovations and technologies to improve the delivery of City services and meet strategic goals. The Director defines and coordinates the standards, directions, and policies for technology, and all other related work as required.

SUPERVISION

Supervision scope
Performs highly technical and responsible duties requiring extensive judgment and initiative in planning for, managing, maintaining and supporting the use of IT, systems, and telecommunications throughout the City, including municipal and public safety departments. Initiates, leads, grows, and manages innovation, performance improvement, and other similar initiatives within the Department or in furtherance of other municipal Departments' efforts, which leverage technology and other means to enhance the effectiveness and efficiency of municipal service delivery and achieve the City's strategic goals and objectives. Supervises and confers with direct reporting staff and contractors; reviews their work, the results achieved, and the associated programs, projects, and activities. Exercises direct supervision over all employees within the Department.

Supervision received.
Works independently under the supervision of the Mayor or their designee.

DUTIES

Provides leadership to City officials and department directors on alignment of technology and innovation with enterprise-wide initiatives, policy, and strategic objectives.

Provides occasional supportive consultation with Salem Public Schools (SPS) IT Department in instances of overlapping systems or issues.

Collaborates with and supports municipal department heads in constructively achieving their respective department's goals related to technology and/or innovation, even if those goals do not otherwise involve direct

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responsibility and oversight by the Department.

Makes presentations and prepares reports, policies, and plans related to technology and innovation programs. Prepares cost-benefit analyses of proposed changes and initiatives within the scope of the Department.

Evaluates needs for technology on an on-going basis; coordinates all services through City departments related to technology; consults with users throughout the City in order to determine how to improve the efficiency and effectiveness of the City's use of technology on a continuous basis; establishes and maintains standards for hardware, software and communications throughout City departments; provides input and direction into the City's procurement of technology software, applications, hardware, systems, services, consulting, and related purchases.

Organizes and provides direction in technology operations including the implementation and maintenance of the enterprise-wide administrative computers, systems software, connectivity, and training of City departments.

Provides direction in technology applications, including maintaining and supporting the use of enterprise software needed to meet the operational, management, and reporting requirements of the City.

Principal responsibility for the selection, implementation, and support of packaged applications licensed from vendors.

Oversees system operations such as backups, hot and cold starts, diagnostics, and troubleshooting, loading of software patches and updates, installation of hardware, and coordination of hardware and software maintenance with vendors.

Sets and enforces enterprise-wide security/cybersecurity policies for all municipal technology assets. Sets and enforces standards for all hardware and software including computers, servers, and network equipment, as well as software applications, database engines, and network protocols.

The Director also plans for, oversees, and supports the network of telephone switches, voice mail processors, T1's, and enterprise owned fiber links, which comprise the City's telephone communications. To the extent those systems are also utilized by the SPS, the Director works collaboratively with the district's IT Director in the ongoing maintenance and support necessary for the system's operation.

Organizes and provides direction in technology customer service to all municipal departments, which includes the department's help desk system, desktop applications, IT training, and enterprise-wide telephone communications. Ensures customer service support for the successful implementation and operation of other departments' technology needs is met in a conscientious fashion, regardless of the budgetary responsibility for the technology in use.

Establishes well-defined objectives and evaluative criteria using quantitative measures of performance to guide the development and management of technology operations and innovation initiatives or programs that may involve other or multiple municipal departments.

Establishes and leads the annual decision-making process that produces a technology financial plan, which prioritizes the technology initiatives in all departments and incorporates them into the budget process. Prepares and administers the Department's operating and capital budgets; performs long-range planning for technology needs. Develops and presents funding strategies to support technology investments.

Works with the Mayor to advocate for an advance enterprise-wide technology needs and goals, which may include meetings with, and presentation to, many different elected and appointed boards, City meetings, resident and business groups, and the local media.

Serves as a subject-matter expert for the Mayor and department heads in contemplating internal/municipal and external/community-wide technology initiatives, policies, and projects.

Collaborates with the Cable Television and Technology Commission to advance the Commission's efforts and work. Enforces cyber and technology security on all technology systems throughout the City, including those not directly within the oversight of the Technology Department.

Recommends and develops policies and practices to improve the use of technology in the City, including – but not limited to – personnel policies regarding technology training and use. Reviews existing technology policies and practices to evaluate the level of effectiveness and compliance.

May be tasked with serving as a member of a Emergency Response Team or Emergency Operations Center if necessary.

Establishes and maintains a working environment conducive to positive morale, quality, creativity, and teamwork.

Performs similar or related work as required, directed, or as situation dictates, and other duties as assigned.

MINIMUM QUALIFICATIONS

Education, Training, and Experience:
Master's Degree in Computer Sciences, business or related field; five years of experience in IT and/or technology involving system planning, management and operations, training, programming or related skills with mid-range or client-server systems; five years of supervisory responsibility within a related field; or any equivalent combination of training and experience. Considerable knowledge of strategic planning, systems, and project management.

Previous work with process improvement, innovation, and similar concepts, especially in a government or public administration context is advantageous but not required. Additionally, experience with complex governmental, educational, or non-profit organizations is advantageous but not required.

Knowledge, Skills, and Abilities:
Thorough knowledge of contemporary IT; understanding of modern techniques of business-systems analysis and consultative skills. Knowledge of mid-range/server and PC-based systems. Thorough knowledge of programming methods and techniques. Knowledge of enterprise-wide telecommunications. Considerable knowledge of strategic planning, systems, and project management. Knowledge of process improvement, program evaluation/policy analysis, and/or other innovations-based approaches to operations.

Ability to establish and maintain effective communication, both written and oral, with employees, public officials, vendors, residents and committees, and others inside and outside the City government.

Ability to evaluate hardware and software options and plan for their future use, including procurement.

Ability to work effectively with City policymakers and managerial employees, including the assessment and resolution of problems and setting of priorities.

Ability to undertake full scope of operations of enterprise-wide or departmental mid-range or client-server systems.

Ability to manage complex budgets and to prepare and review complex financial analysis.

Ability to facilitate teams and to lead decision-making processes in a collaborative environment. Ability to provide training to employees on a wide variety of computer software and hardware. Ability to effectively manage and supervise personnel. Ability to maintain strict confidentiality.

Innovative, thoughtful, and collaborative in approaching challenges. Able to self-direct and manage others effectively. Strong conceptual, analytical, and writing skills. Extensive group process and process improvement skills. Strong oral presentation skills. Proficiency with all Microsoft products and ability to learn, teach, and implement new software.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. The employee may frequently be involved with moderate effort in moving and installing computer hardware and related office equipment. Employee may be required to reach, bend, or the like as needed, and be able to mobilize up to 25 pounds. Employee is required to use hands, handle or feel objects, small tools or controls, be mobile, and communicate. Position requires ability to operate a keyboard for extended periods of time. Position requires the ability to view computer screens for an extended period of time. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Position requires the ability to access City offices on a regular basis. Work is performed under typical office conditions for an office directly involved with technology. Evening meetings and meetings outside normal working hours with the City Council and other committees or boards may be necessary. The Director is expected to be generally available, at a minimum by telephone, even outside of regular office hours, in the event of a technology-related emergency including, but not limited to, cybersecurity issues, City electricity or power failures, and the like.

Regular, daily contact with personnel and offices throughout the City in answering questions, solving problems, providing training, implementing and supporting applications from vendors, and developing, implementing and supporting technology applications or innovation initiatives.

The noise level in the work environment is usually low to moderate.

Qualified individuals are encouraged to apply to the City using this email address: jobs@salem.com. Position open until a candidate is selected.

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Lisa B. Cammarata, Director, Human Resources
City of Salem
98 Washington Street, 3rd floor
Salem, Massachusetts 01970

CITY OF SALEM'S ANTI-DISCRMINATION STATEMENT

The City of Salem is an equal opportunity employer that strives to be an inclusive place for people from diverse backgrounds, experiences, and perspectives so that they are able to thrive and belong. We are committed to treating all individuals with respect and dignity in matters of housing, employment, municipal services, contracts, purchasing, and public accommodation regardless of their identities including race, color, sex, religion, national origin, age, gender identity, gender expression, sexual orientation, size, ability, ancestry, marital status, immigration, or residency status, and/or military status.

MAY 10, 2024